eZ-Audit Deliverable 116.6.5

Production Support Performance Report - March

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Overall Status

Major Accomplishments (for period)	Upcoming Activities (next period)

■ Logged, analyzed, and resolved System Investigation Reports (SIRs), including Severity Level 1 SIRs
    ■ Logged 7 Severity Level 1 SIRs during March
    ■ Resolved 7 Severity Level 1 SIRs during March
■ Developed workarounds for SIRs as resolutions were determined and implemented
■ Carried out multiple Production Support Requests (PSRs) based on client requests for specific actions by Production Support Team resources
■ Implemented and communicated formal request submission, tracking and reporting processes for PSRs
■ Conducted regular Integration Meetings with the Development Team to resolve high-complexity Severity 1 SIRs
■ Provided regular status updates to Client eZ-Audit Leadership on existing SIRs and PSRs addressed during March
■ Successfully Conducted Oracle Migration Test activities, including creation and execution of extensive Test Plan and Test Scripts for connectivity and database integrity testing
■ Developed and began implementation of plan to improve technical architecture to support Release 2.0
■ Coordinated Sunday Maintenance Window activities with the Virtual Data Center, submitting and managing multiple Enterprise Change Management (ECM) Requests
	■ Continue to maintain priority focus on resolving Severity Level 1 SIRs
	■ Continue work on Severity Level 2 and 3 SIRs
	■ Conduct Oracle Migration Support during the VDC's required 4/11/04 Database Migration
	■ Prepare April Production Support Deliverable

Major Risks

Risk	On Point	Mitigating Actions	Impact on Cost and/or Schedule	Status
4/11/04 Oracle Migration: The VDC is migrating multiple Databases to a new servers, including eZ-Audit's. This activity should be transparent to the system user	Steve Jarboe	If the testing during the Sunday 4/11/04 maintenance window indicates any problems, the change will simply be backed-out		Tested Successfully, and should occur with no issues at all

Government & Program Dependencies

Dependency	On Point	Target Date	Impact on Cost and/or Schedule	Status Comments
Require Production Server Access for Production Support Team Technical Analyst	Steve Jarboe	4/15/04	Impact: Low	eZ-Audit Production access has been requested for Technical Analyst

Upcoming Events and Key Milestones

DATE	EVENTS AND KEY MILESTONES
4/11/04	**VDC Oracle Database Migration:** The VDC will be migrating the eZ-Audit Oracle Database to a new Server. The Production Support team has tested this migration and will support the activities on 4/11 to ensure that the migration is successful and does not impact eZ-Audit's availability of performance
4/30/04	**Deliverable 116.6.6:** Production Peak Cycle Processing Performance Report – April

Appendices

- System Availability Report

- SIR & PSR Tracking Report

- Production Issues

- Enhancement Actions & Decisions

Availability for the period is 100%

This table shows a summary of key SIR data from March

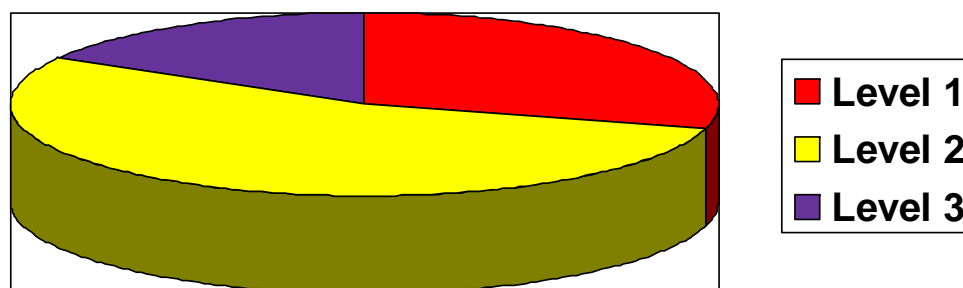| SIRs Logged	24*
SIRs Resolved	12
PSRs Logged	7
PSRs Resolved	4

SIR: System Investigation Report

PSR: Production Support Request

* High number of new SIRs attributable to some new Release 1.2 SIRs
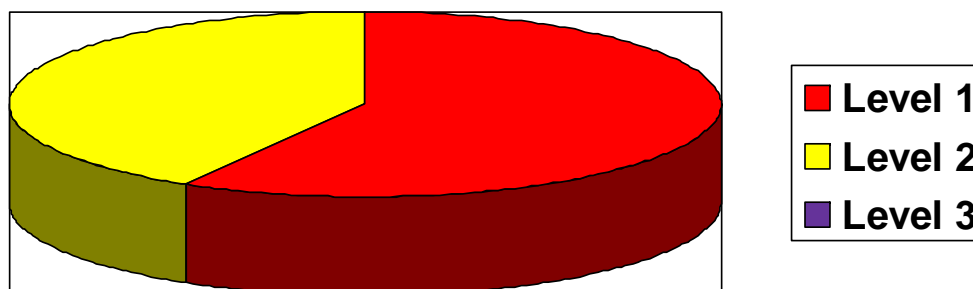
Summary SIR Activity Report

- **SIRs Logged in March**

Level 1
Level 2
Level 3

Total of 24 SIRs Logged

- **SIRs Resolved March**

Level 1
Level 2
Level 3

Total of 12 SIRs Resolved

Detailed SIR Tracking Report

This table shows the 7 Severity Level 1 SIRs that were resolved in March, including the dates they were logged and resolved

Severity Level 1 SIRs	Date Logged	Date Resolved*
998: Unable to access FS Determination in Production	12/22/03	3/3/04**
971: FSA user unable to view "opinion type" on read-only FS Info Page	11/19/03	3/1/03
975: Resolution Due Date displaying incorrect value on In Process FS Report	11/21/03	3/15/04
1026: Waiver Resolution: System does not refresh after "Determination" is Saved	2/2/04	3/9/04
1034: Unable to access "For Profit Financial Statements Worksheet in Accordance with 34 CFR 668.15"	2/5/04	3/23/04
1180: Opinion Types not appearing in dropdown box on Financial Statements Info Page	3/8/04	3/8/04
1207: Update Manuals in production	3/22/04	3/23/04

*Average resolution time was 39 days
**Additional Extensive Database Updates Required

This table shows the 8 Severity Level 1 SIRs that remain to be resolved

SIR # and Description	Date Logged	Comments
1183: Score Calculation Worksheet from QC page is blank	3/9/04	Assigned to Developer
1186: Submit button is missing on Compliance Audit QC Screens	3/10/04	Assigned to Developer
1188: Error message appears when accessing the Compliance QC Page for High Point University	3/10/04	Assigned to Developer
1167: Carnegie Institute: eZ-Audit does not recognize receipt of FYE 9/30/2002 Statements	3/1/04	Assigned to Developer
1018: Report 11 times out in the Production Environment	1/28/04	Workaround has been provided in Production
1001: User receiving system edit checks upon send to CTL when only reason for flagging is Change in Auditor	12/30/03	Assigned to Developer
1019: ACN calculation for the ending year audit is incorrect	1/28/04	Assigned to Developer
1037: FA receives an error message when "Other LOC" link is clicked	2/5/04	Assigned to Developer
1041: User is unable to view textboxes and dropdown boxes when attempting to make an off-cycle request for LOC.	2/10/04	Assigned to Developer

This table shows the amount of time required to respond to and resolve all Severity Level 2 SIRs this month

Level 2 SIRs

# of SIRs Logged	Resolved	Remaining	Other*	Average Resolution Time
13	5	12	2	9 days

*1 Level 2 SIR was closed/rejected and 1 was marked as a duplicate

Remaining Severity Level 2 SIRs and date opened:

1201: Waiver Resolution: Blank Screen appears after user selects "Resolution Complete" (3/15/04)
1195: Non-Profit Read-Only FS proceeds to CF Statement (3/11/04)
1197: QC merger/cio should not have data entry (3/11/04)
1198: QC - Remove Cash Flow values for Non-Profit (3/11/04)
1199: QC - Remove closeout fields of public annual (3/11/04)
1190: "Other than unqualified"- Incorrect reason for flagging displayed (3/11/04)
1184: Letter of Public Status Resolution - Version control error message is not being refreshed (3/9/04)
1024: User receives error message when changing temp. password on initial Log In (1/30/04)
1011: PEPS Total and Consecutive Years data discrepancy (1/16/04)
991: Unable to "stop" compliance audit administrative stay/no res date update (12/10/03)
973: DDIF - "Revision Begin Date" and "Assign Date" have incorrect values (11/20/03)
972: Add Ins Name and OPEID to the Printer Friendly Version of the Page (11/20/03)

Detailed SIR Tracking Report (contd.)

This table shows the amount of time required to respond to and resolve all Severity Level 3 SIRs this month

Level 3 SIRs

# of SIRs Logged	Resolved	Remaining	Other*	Average Resolution Time
5	0	8	1	n/a

*1 Level 3 SIR closed/rejected

Remaining Severity Level 3 SIRs and date logged:

1196: Change to General Accounting Standards for Proprietary FS Info *(3/11/04)*

1194: Read Only CA Info Alignment *(3/11/04)*

1193: FS Data Entry Alignment *(3/11/04)*

1175: Checklist page displays with "continue with errors" button *(3/4/04)*

992: Reset Button not functioning on ACD page *(12/10/03)*

990: Error displayed if attempting to save with no first name, last name, or phone # *(12/10/03)*

974: School attachments not retained for Incomplete Submissions *(11/21/03)*

265: Inconsistent time formats appear on the Notes page *(1/15/03)*

Production Support Request Activity Report

This table reflects all PSR activity carried out this month

# of PSRs Logged	Resolved	Remaining	Other	Average Resolution Time
6	3	3	0	3.5 days

PSRs resolved this month and dates logged and resolved:

PSR # and Description	Date Logged	Date Resolved
1205: Reset Password for Microstrategy user	3/17/04	3/17/04
1182: Correct composite scores for not-for-profit schools w/ incorrectly calculated strength factors	3/8/04	3/9/04
1169: Provide document for schools: "ideal" hardware, software, and communications setup	3/1/04	3/2/04
1150: Remove overdue A-133 Notices	2/27/04	3/12/92

The following are all 4 remaining PSRs and their date logged:

1209: Current Submissions which have a blank upload "type" should be set to "Other" *(3/22/04)*
1202: 2002 Submission" link needs to be removed for Rabbinical College of Teishe (3/15/04)
1192: Display overdue notices for A-133 schools that have not submitted by 5/14/04 *(3/11/04)*
1187: Reset QC Page for California Cosmetology College OPEID: 02086400 *(3/10/04)*

Issue: PEPS File Transfer Failure:

- Description: The post-Webshpere 5.0 upgrade transfer of the daily PEPS file from EAI to eZ-Audit failed each day after the upgrade due to a Permissions issue with the Data Center's Server.

- Status: Issue was initially mitigated by manually transferring the PEPS file. Final updates to the eZ-Audit Technical Architecture have been planned for and will be implemented to support Release 2.0.

Issue: Oracle Migration Testing Issues & Resolution:

- Description: Multiple issues at the VDC, required that this event be postponed until 4/4/04 from it's originally scheduled date of 3/21. Additionally, conducting the prerequisite testing and supporting the VDC and ITA teams as they prepared this testing activity had a major impact on SIR resolution activities as it required that we turn our test-site entirely over to the ITA team (sometimes for entire days).

- Status: This testing is now entirely complete and successful.

Enhancement Tasks

- None to report for this period